

Online Water Account Tutorial

300 W. Cotton St. | [Click here for map](#) [1]

Welcome to the City of Longview Online Bill Payment

City of Longview online bill payment enables you to access your account information online along with paying your monthly bill online.

Online Payment Instructions

1. At the Water Utilities Account Login page, click on Sign up Now to Access Your Account Online.
2. Enter your name exactly as it appears on your bill, along with the account number and zip code. You will also need to enter an email address; your password will be emailed to you.
3. Click Submit once all information is entered.
4. Within a few minutes, your temporary password will be emailed to you.
5. Now enter your account number, occupant code and password. Click Submit.
6. This will bring you to the Billing History screen. In this screen you have the options to click on the Billing Date and get a breakdown of your billing charges or click on View Web Bill and print a new bill in case yours was lost or you did not receive it.
7. On the left in the Main Menu, there is an option to change your password to something that is easy to remember for your preferences.
8. Also there is an Account Options Menu that has a few different choices and different ways to view your account information. All of these relate directly to all account information. Billing History will show only the amounts billed. Billing Detail will show the breakdown of the last statement that was billed. Usage History allows you to see all usage history. Payment History will show all payments made and all billings billed. List of Accounts allows you to change account information if you have multiple accounts.
9. Next is the Online Services Menu. Here you can Make a Payment. Payment methods online are Credit Card (Visa or MasterCard), Electronic Check, or you can sign up for Automatic Bank Draft. To make a payment by Credit Card enter your name and the amount you would like to pay, click Submit. You will be brought to a page that verifies the name and the amount, click Submit. You will then be brought to a Credit Card Information page. Enter the Card Number, type of card and the expiration date. Now click on the button that says I Authorize This Transaction. To make a payment by check, click Electronic Check, enter the name on the checking account, routing number and account number. (There is an example to the right) Now enter the amount you wish to pay. Click Submit. Also there is the option here to Transfer/Discontinue Services. This allows you to transfer your service to a new location or discontinue services. However all transactions are pending Water Utilities approval. Contact Information allows you to email us or also gives our address and phone number. Donate to Longview Parks redirects you to the City of Longview Parks Homepage and allows you to make donations to the Parks Programs.
10. Next you will find the Online Forms. This is where the form is located for you to sign up for Automatic Bank draft. Also there is a rate table listed here that provides the information about all of our rates.
11. Under the Other option on the Menu there is also Contact Information and a Help menu for any questions.
12. Once you are finished click on Sign Out under the Main Menu.

For more information call: 903-237-1030

| [Contact Us](#) [2]

Source URL: <http://water.longviewtexas.gov/online-water-account-tutorial>

Links:

- [1]
http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16
- [2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>